

About Mayor's Office of Human Services

The Mayor's Office of Human Services (MOHS) was created in 2010 to develop and implement an integrated system of support for vulnerable populations through three focus areas – Community Action Partnership (CAP), Head Start, and Homeless Services.

Mayor's Office of Human Services (MOHS)

Terry Hickey, Director



CATHERINE E. PUGH
MAYOR

For more information about MOHS, visit:
human-services.baltimorecity.gov

About Baltimore City Community Action Partnership

Baltimore City Community Action Partnership has been helping people, improving lives and strengthening communities since 1964. The mission of Baltimore City Community Action Partnership is to reduce poverty by offering opportunities for low-income households through education, financial empowerment, housing and energy services, food resources and capacity building.

CAP continues to work with families and individuals by focusing on case management and available resources and services which promote long-term solutions for individuals to build success. The program is focused on the goals of the client; many needs are addressed through financial empowerment, housing and energy, food and nutrition, and case management. CAP aims for families to reach self-sufficiency and independence.

Administrative Office

Lori Cunningham, Director
Denatra Green-Stroman, Deputy Director
410-396-3228



CAP Office Locations

Hours:
Monday—Friday | 8:30 AM—4:30 PM

Center Locations:

Northern Community Action Partnership Center
5225 York Rd. 21212
410-396-6084

Northwest Community Action Partnership Center
3939 Reisterstown Rd. 21215
443-984-1384

Southern Community Action Partnership Center
606 Cherry Hill Rd. 21225
410-545-0900

Southeast Community Action Partnership Center
3411 Bank Street, 21224
410-545-6518

Eastern Community Action Partnership Center
1731 E. Chase St. 21213
410-545-0136

Office of Home energy Programs (OHEP)
For Energy Application Status
myohepstatus.org
410-396-6406

Baltimore City CAP is a member of the National
Community Action Partnership network



MAYOR'S OFFICE OF HUMAN SERVICES

COMMUNITY ACTION PARTNERSHIP



Helping People,
Changing Lives



410-396-3228
human-services.baltimorecity.gov/
community-action-partnership

BALTIMORE CITY COMMUNITY ACTION PARTNERSHIP PROGRAMS

CASE MANAGEMENT

Case Management: Our team provides this service that actively involves the case manager, client and the client's family in becoming more self-sufficient while addressing a multitude of needs and goals through various programs and partnerships.

Online Referral Program: The referral program allows community organizations to refer clients to a CAP center for case management, financial literacy workshops and other services. The referral program also allows residents to refer themselves to a CAP center for assistance. To submit an online referral, please visit the CAP website.

FOOD & NUTRITION

Eat Healthy, Shop Smart: Participants attend a five-week workshop to learn about healthy cooking, nutrition, budgeting, couponing, grocery shopping and physical activity.

Food Commodity Days: Each CAP center distributes food to a limited number of low – income families throughout the year.



FINANCIAL EMPOWERMENT

Money Smart: CAP administers a multi-layered financial education program that includes workshops on asset development, budgeting, debt management, credit education and saving for short and long term goals.

VITA: The VITA program offers FREE tax preparation for households that make \$55,000 or less and need assistance in preparing their tax returns.

Homeowner/Renter Tax Credit: The homeowner and renter tax credit programs are designed to help low-income homeowners and renters by limiting the amount that they must pay in property taxes.



HOUSING & ENERGY

Eviction Prevention: The Eviction Prevention Program works with clients to offer security deposits, rental assistance and rental arrearage assistance to individuals and families that are homeless, or at imminent risk of homelessness or losing housing. Funds for this program is extremely limited and will not be available at all times.

OHEP: The Baltimore Office of Home Energy Programs helps Baltimore city families pay their utility bills, minimize heating crises and make energy costs more affordable.

The Maryland Energy Assistance Program provides assistance with home heating bills. Limited assistance is available to replace broken or inefficient furnaces.

The Electric Universal Service Program assists eligible low-income electric customers with their electric bills. Assistance is available whether you are an active customer or you are currently without service. Eligible electric customers may receive help in three ways:

1. To help pay current electric bills,
2. Pay past due electric bills
3. Help with energy efficiency measures to reduce future electric bills

Income Eligibility Limits Effective July 1, 2018 to June 30, 2019		
Household Size	Maximum Gross Monthly Income Standards	Maximum Gross Yearly Income Standards
1	\$1,770	\$21,245
2	\$2,400	\$28,805
3	\$3,080	\$36,365
4	\$3,660	\$43,925
5	\$4,290	\$51,485
6	\$4,920	\$59,045
7	\$5,550	\$66,605
8	\$6,180	\$74,165
For Each Additional Person, Add	\$630	\$7,560

Senior Water Discount: Homeowners and tenants (whose lease holds them responsible for paying the water bill), can apply each year for the discount if they meet the following criteria:

1. The applicant must be age 65 or older and a Baltimore City resident receiving a water/sewer bill directly from the City.
2. Have a combined gross household income must be \$31,500 or less.
3. Certify they're the property owner-of-record with the MD Department of Assessments and Taxation, or provide a lease showing his/her responsibility for paying water/sewer charges at that property.

Those who qualify receive a 43% discount on their water and sewer rates on each quarterly bill.

LIWAP: The Low Income Water Assistance Program provides assistance to those who may be having problems paying their water bills through LIWAP. To be eligible for LIWAP, you must:

- Be a Baltimore City resident, the utility account holder and receive your water bill directly from the City
- Reside at the property on the account
- Have received a delinquent, turn-off, or tax sale notice due to being in arrears
- Not have an existing payment plan with the Department of Finance
- Have verification documents for eligibility You will receive a credit of \$236.00; however, you must pledge to make consistent payments on your unpaid and current balance.